ATTACHMENT L-B2
EAST NEACC Operational Model

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REVISION E

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Enterprise Applications Service Technologies (EAST)

NEACC Operations Guide
REVISION E

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1.0 INTRODUCTION

1.1 Purpose

The purpose of this document is to describe the joint understanding between the Enterprise Applications Service Technologies (EAST) Contractor and the National Aeronautics and Space Administration (NASA) NEACC team members in regards to NASA Enterprise Applications Competency Center (NEACC) operational processes utilized for managing, tracking, and implementing Service Requests (SRs). It has been developed to provide additional internal guidance and direction for the NEACC teams (includes EAST Contractor and NASA NEACC). The original contract (NNM11AA02C) included Attachment J-17 which outlines several responsibilities for each party. During the stabilization timeframe, it was recognized that each Line of Business (LOB) may have unique requirements and that this data should be maintained at a working level to facilitate the changing environment at the NEACC.

1.2 Applicability

This document applies to all EAST contractor and NASA NEACC personnel performing operational functions for the EAST resource baseline within the NEACC. While this document is considered important to NEACC operations, it shall not take precedence over the EAST Contract (NNM11AA02C). Any conflicts between this Data Requirement Description (DRD) 1293MA-009 and the EAST Contract shall be immediately brought to the attention of the Contracting Officer's Representative (COR).

1.3 Applicable Documents

EAST-DRD-1293MA-007, Application Point Capacity Management Plan

1.4 References

EAST Contract, NNM11AA02C

NASA Business Systems Management Board (BSMB) Charter

NASA Enterprise Applications Services Board (EASB) Charter, to be developed

IS01-NEACC-CHRT-OPS-002 NEACC Functional Control Board (FCB) Charter

IS01-NEACC-NASA-PROC-MA-002 NEACC Internal Strategic Roadmap

IS01-NEACC-CORe-CHRT-OPS-001, NEACC Cross-Organizational Review (CORe) Charter

IS01-NEACC-SEO-PROC-OP-002, NEACC Incident Escalation Procedure

NEACC-FMS-PROC-OPS-005, Service Restoration Team (SRT) Procedure

NEACC-FMS-PROC-OPS-004, Root Cause Analysis (RCA) Procedure

NEACC-FMS-PROC-OPS-003, Daily Service Review (DSR) Procedure

EAST-DRD-1293MA-007, Application Point Capacity Management Plan

EAST-DRD-1293QE-001, Software Engineering Quality Plan

EAST-DRD-1293CF-004, Release and Deployment Management (RDM) Plan

1.5 Definitions

Term	Definition
Configurable Item	A component of an application that currently is, or soon will be, under configuration management control; it may represent a single module of an application or more complex items such as a complete integrated system.
Customer Hold	A Service Request hold state used when the action for a request falls outside NEACC control (i.e., pending action from the Agency, center, or vendor)
EAST Hold	A Service Request hold state used when the action for a request falls within NEACC control but outside EAST contractor control
Expected Completion Date (ECD)	The date a Service Request is targeted to be fully completed, including production migration and post-implementation tasks where applicable; it represents the date in which a Service Request is expected to be closed.
Sprint Velocity	The number of Application Points or work effort that an Integrated Product Team (IPT) team typically completes within a given sprint

1.6 Acronyms/Abbreviations

Table 1: Acronyms and Abbreviations

Acronym	Description
ABPL	Agency Business Process Lead
ACTS	Audit Control and Technical Support
APCMS	Application Point Capacity Management System
ATOM	Application Technical Operations Maintenance
BPS	Business Process Support
BSMB	Business Systems Management Board
CIO-IS	Chief Information Officer – Information Services
COR	Contracting Officer's Representative
CORe	Cross-Organizational Review
DRD	Data Requirement Description
DPD	Data Procurement Document
DSR	Daily Service Review
EASB	Enterprise Applications Services Board
EAST	Enterprise Applications Service Technologies
ECD	Expected Completion Date

Acronym	Description
FCB	Functional Control Board
I3P	IT Infrastructure Integration Program
ID/IQ	Indefinite Delivery / Indefinite Quantity
ISRS	Integrated Service Request System
ITIL	Information Technology Infrastructure Library
IPT	Integrated Product Team
LOB	Line of Business
NASA	National Aeronautics and Space Administration
NCS	NASA Computing Systems
NEACC	NASA Enterprise Applications Competency Center
NERF	NASA Enhancement Requirements Form
NSS	NEACC Support Systems
PII	Personally Identifiable Information
PDM	Product Delivery Manager
POC	Point of Contact
PWS	Performance Work Statement
RCA	Root Cause Analysis
RDM	Release and Deployment Management
SBU	Sensitive But Unclassified
SLA	Service Level Agreement
SLS	Service Level Standard
SME	Subject Matter Expert
SR	Service Request
SRT	Service Restoration Team

2.0 PROCESS FOR MAINTAINING THE NEACC OPERATIONS GUIDE

This document sets forth the data as specified in DRD 1293MA-009 and is to be maintained in accordance with Attachment J-2 2.8 & 3.0, Data Procurement Document (DPD) Maintenance Procedures. The contents of this operational document may be periodically reviewed by NASA NEACC and the EAST Contractor to ensure information is current. All substantive changes to this DRD shall be approved in writing by NASA NEACC Management and the EAST Contractor Management.

3.0 NEACC ORGANIZATION

In February 2011, the NEACC organization transformed its operations utilizing agile software development methodology and scrum framework to meet customer demand. The scrum framework leverages fixed resources utilizing reliable, repeatable processes, best-practice competencies and techniques to manage an application portfolio in a highly efficient and high quality manner.

The NEACC team is comprised of the EAST Contractor and NASA NEACC personnel. NASA NEACC is divided into core focus areas within the NASA Chief Information Officer – Information Services (CIO-IS) organization. The EAST Contractor has a matrix organization providing key service delivery areas to support the Lines of Business. These structures can be viewed at https://bready.nasa.gov. Work is performed using an LOB-centric scrum model made up of Integrated Product Teams (IPTs) comprised of resources from both the EAST Contractor and NASA NEACC.

4.0 ROLES AND RESPONSIBILITIES

This section identifies both the roles and the responsibilities which will be associated with most NEACC operational processes.

Table 2: Roles and Responsibilities

Role	Responsibility
NASA Product Lead	The NASA Product Lead shall: • Act as the initial focal point for all LOB Enhancement Service Requests (SRs) and associated requirements • Manage key customer/stakeholder relationships with the Agency and NEACC points of contact
NASA Product Delivery Manager (PDM)	The NASA PDM shall: Act as liaison with the Product Lead to ensure understanding of priorities, and works closely with the LOB Manager to monitor work and remove obstacles
NASA Business Process Support (BPS)	The NASA BPS shall: Support the business process subject matter experts supporting the IPTs
NASA Agency Business Process Lead (ABPL)	The NASA ABPL shall: Define Agency priorities for LOB backlog, ensure appropriate Agency governance is followed, and confirm that SRs comply with Agency requirements
EAST Line of Business (LOB) Manager	The EAST LOB Manager shall: Act as liaison with the Product Delivery Manager (PDM) to maintain the prioritized backlog of SRs and plan sprint backlog based on available capacity
EAST Service Delivery Manager	The EAST Service Delivery Manager shall: Ensure EAST service delivery area resources are trained and allocated to the IPTs to support the prioritized sprint backlog based on available capacity
Integrated Product Team (IPT)	The IPT shall: Consist of resources from the EAST service delivery areas and

	NASA NEACC BPS • Perform the work assigned to the NEACC
NASA NEACC	The NEACC shall: Designate the NASA representation of the NEACC Team
EAST	The EAST Contract shall: Designate the EAST contractor representation of the NEACC Team
Designee	The designee shall: Act on behalf of any aforementioned roles, upon request.A designee is assumed to be from the same governing body. However, where a designee crosses NASA NEACC / EAST Contractor responsibilities, a journal entry notating the delegation is required.

The Product Lead is the initial focal point for all LOB Enhancement Service Requests (SRs) entering the NEACC Service Request process. The Product Lead manages key customer/stakeholder relationships and is responsible for interfacing with the Agency and NEACC points of contact, ensuring compliance with appropriate governance bodies. The Product Lead ensures requirements are clearly defined using the NASA Enhancement Requirements Form (NERF) and that the SRs receive NASA NEACC evaluation by all impacted areas.

The Product Delivery Manager (PDM) liaises with the Product Lead to ensure understanding of priorities, and works closely with the LOB Manager to monitor work and remove obstacles. The Business Process Support (BPS) Subject Matter Expert (SME) may assist the Product Lead and PDM in their duties, as well as provide subject matter expertise.

The LOB Manager maintains a prioritized backlog of SRs with input from the Product Delivery Manager, the Cross-Organizational Review (CORe) forum and other internal communication forums which provide a clear priority of work for the NEACC. This allows the NEACC operations to better manage resource capacity while enabling the customer's most urgent needs to be met. The LOB-centric scrum model also allows the LOBs to maximize throughput and make effective use of the IPT resources utilizing a cross-delivery function team to address Maintenance and Enhancement SRs, and other Operational Support tasks.

Service Delivery Managers manage the total capacity for their teams of skilled resources, tracking allocation of those resources to the LOB IPTs and their remaining available capacity. Each Service Delivery Manager interfaces with the LOB Managers and the Product Delivery Managers to ensure that their teams are utilized fully across the NEACC, and/or are being cross-trained to support the future needs of the NEACC.

5.0 NEACC WORKFLOW PROCESS

To meet the multiple demands across the organization, the NEACC uses an LOB-centric scrum model made up of IPTs that enables efficient completion of Application Maintenance and

Enhancement work. Work requests are captured in SRs through Remedy and Application Point Capacity Management System (APCMS); Operational Support tasks are tracked via APCMS and, depending upon the need for NASA NEACC visibility and approval, may be entered into Remedy as either a Job Request Change Request Maintenance SR. The workflow process begins with receipt of a SR into the NEACC via Remedy and uses the following SR types:

Table 3: Application Maintenance and Enhancement Service Request Types

SR Type	Description
Performance Work Statement (PWS) 3.1 Application Maintenance	
Discrepancy Break/Fix	Request to investigate and correct an incident associated with previously working functionality, where the resolution does not result in a change to any configurable item.
Master Data	Request for a master data record to be added or updated in an Enterprise System (e.g., adding a vendor record to SAP)
Job Request	Request to initiate batch or manually processed jobs to provide specified data output or business process functionality
Change Request/Discrepancy	Request to investigate and correct an incident associated with previously working or documented functionality, where the resolution results in one or more changes to a configurable item.
Change Request/Maintenance	Request to investigate a condition associated with an operational capability where the resolution may result in one or more changes to a configurable item.
Operational Support Task	All tasks not related to one of the above Maintenance Service Request types that are required to keep systems, applications, and platforms operational, to provide for continuity of business processes, and to support NEACC end-users. Note: In the event an Operational Support Task is entered into Remedy, it should be entered as either a Job Request or Change Request/Maintenance SR.
Performance Work Statement (PWS) 3.2 Application Enhancement	
Change Request/Enhancement	NASA approved improvements to NEACC systems, applications, or platforms that result in changes to configurable items. ▪ The current Remedy Integrated Service Request System (ISRS) SR Types include NASA Policy, Performance/Design, Regulatory, User Enhancement & Agency BPS ▪ These SR Types will be combined under "Change Request/ Enhancement" category in APCMS
Investigation Request	Feasibility study and/or technical assessment for an improvement that may result in an Applications Enhancement Change Request
Cross Functional Improvement Request	Deliverable related to an improvement that does not result in a change to a configurable item, and that benefits multiple, or all, NEACC Lines of Business.

As seen in the table above, all work is divided into two categories: Application Maintenance and Application Enhancements. Application Maintenance and Application Enhancement SRs will be automatically routed and authorized for work according to **Appendix A - Application Operations Service Area Workflow**.

The processes within the NEACC SR workflow include the following:

- Initial NEACC Review
- Triage

- Assessment
- Completion of work
- Migration to production
- Close request
- NEACC support

Refer to **Appendix B - NEACC Service Request Process** for a high level view of this process which includes the approval gates at each stage of the process.

The end-to-end processes are the foundation for Application Maintenance (PWS 3.1) and Application Enhancement (PWS 3.2) work performed in the NEACC through the leveraging of Information Technology Infrastructure Library (ITIL) Version 3.0 best practices.

5.1 Initial NEACC Review Process

The Initial NEACC Review Process allows Product Leads to view incoming SRs to determine the proper prioritization, classification and categorization, as well as to identify evaluation Points of Contact (POCs) for all areas potentially impacted by the SRs. All 3.2 Application Enhancement requests, and other SRs as defined in **Appendix A- Application Operations Service Area Workflow**, must receive NASA NEACC review before proceeding to the Triage Process. In addition, the Product Lead reviews information provided and ensures the NERF is complete and attached to the SR where applicable. NASA NEACC review may include the NEACC Internal Governance Board as defined in the NEACC Internal Strategic Roadmap Charter and/or the CORe meeting as defined in the NEACC CORe Charter.

Based on the SR Type and the Center associated with the submitter, additional external NEACC reviews may be required prior to Initial NEACC Review. These reviews include Center and Agency reviews. Center reviews are required for all change request SRs logged by Center users. Required Agency reviews are defined in **Appendix A - Applications Operations Service Area Workflow.**

Table 4: Initial NEACC Review Process Roles and Responsibilities

LOB Manager	Product Lead	Product Delivery Manager
▪ N/A	▪ Verify Severity/Priority, LOB, application, SR Type, service area, requested due date, and attachments based on the work requested ▪ Perform initial review to identify and elevate cross LOB and service delivery area impacts based on requirements documented in the SR ▪ Ensure the NERF is complete and attached to the SR if applicable	▪ N/A

5.2 Triage Process

The Triage Process allows the LOB Manager or Service Delivery Manager to perform a quick review of the SR. In APCMS, each SR is checked for proper SR type, Severity, LOB, application, and service area based on the work requested. The LOB Manager will also confirm a completed NERF is attached if applicable. If the SR requires Product Lead approval before assessment (Initial NEACC Review), the LOB Manager is responsible for ensuring approval occurs prior to beginning the Triage Process. Refer to **Appendix A - Application Operations Service Area Workflow** for those SRs requiring NASA NEACC approval prior to beginning assessment.

Each Discrepancy Break/Fix request is prioritized in accordance with the Service Level Standard (SLS) timeframes defined in SLS 2.6 Incident Resolution Time. If a Discrepancy Break/Fix is a Severity 1 or 2 SR, the Escalation Procedure in the Incident Management Process as defined in the NEACC Incident Escalation Procedure will be initiated to ensure resolution within the designated expected resolution timeframe. This process includes the use of a Service Restoration Team (SRT) to ensure that the proper resources are focused on returning service to the NEACC's customers.

The LOB Manager, in coordination with the PDM, may place an SR on EAST Hold which suspends the EAST SLS performance measures until EAST Hold is removed. Justification for the EAST Hold should be documented; for example, justification may include a missing NERF or the need for Initial NEACC Review. An SR may be placed on hold at any time throughout the process based on the criteria defined in **Section 6.1 - Placing a Ticket on Hold**.

For additional information about the escalation procedures, SRT, or other Service Level Management processes covering the Root Cause Analysis (RCA) or Daily Service Review (DSR), see the following documents: NEACC Incident Escalation Procedure, Service Restoration Team (SRT) Procedure, Root Cause Analysis (RCA) Procedure, and Daily Service Review (DSR) Procedure. Refer to **Appendix C - EAST Service Level Standard Descriptions** for specific descriptions of the EAST SLSs, as well as data requirements, calculations, assumptions, business rules, exceptions and waivers.

Table 5: Triage Process Roles and Responsibilities

LOB Manager	Product Lead	Product Delivery Manager
▪ Verify Severity/Priority, LOB, application, service area and SR type based on the work requested ▪ Ensure sufficient details are provided to work request, including NERF for Enhancement requests, as applicable ▪ Ensure communication and escalation to PDM & Escalation Manager for Severity 1 and Severity 2	▪ N/A	▪ Diary entry to document request and justification for EAST Hold

requests (according to NEACC Escalation Procedures) ▪ Identify and elevate cross LOB and service delivery area impacts based on requirements documented in the SR		

5.3 Assessment Process

Upon completion of the Triage Process, the SR then moves into the Assessment Process. The LOB Manager is responsible for ensuring that all SRs complete the Assessment Process and, as necessary, the Authorization to Work Process. Refer to **Appendix A - Application Operations Service Area Workflow** for those SRs requiring NASA NEACC approval prior to beginning assessment.

5.4 LOB Assessment Process

The LOB Manager assesses the SR to determine the complexity of the work effort associated with completing the request. The complexity is then used to determine the Application Points assigned to the SR. Master data and job request SRs are automatically assigned a point value of 0.5 in APCMS. For additional details about the assessment process, refer to the Application Point Capacity Management Plan DRD.

The LOB Manager begins the assessment by validating the functionality impacted by the SR and the completeness of the requirements. Requirements for the Enhancement SRs should be documented in the NERF, as required. If the NERF is required and not available or does not contain sufficient requirements for assessment, the LOB Manager should place the SR on EAST Hold and notify the Product Lead for assistance. This information, along with the information provided in the SR, is used to assign a complexity rating. An Application Point assessment template is created and available for use within APCMS if necessary. The LOB Manager is responsible for completing the assessment and will draw on the expertise of the LOB IPTs as necessary.

For SRs assessed as Medium, High, or Very High complexity, the LOB Manager must also provide a statement of certification for the complexity assessment noting that the seven categories that contribute to the complexity of an SR were considered:

- Investigation/Coordination Requirements
- Requirements Management Impacts
- Scope of Change to Configurable Item(s)
- Level of Integration
- Testing Requirements
- Business Readiness Impacts
- Migration Complexity

Additionally, any other information or documentation (i.e., NERF, Complexity Assessment template) necessary to adequately document the rationale for the complexity assessment should be attached to the SR or noted in the diary of Remedy ISRS.

A default resource plan, showing the skill type and level of effort required for each, is generated by the APCMS based on the application, SR type, and complexity assigned to the SR. The LOB Manager can change the resource plan as needed based on the scope of the SR. For SRs requiring Product Lead approval before beginning work, the LOB Manager completes an action plan and routes the SR for approval. For SRs not requiring Product Lead approval, the LOB Manager prioritizes the SR and denotes it as Authorized to Work in the APCMS.

5.5 Authorization to Work Process

Certain categories of SRs require Product Lead approval before prioritizing and assigning to the IPT for work (Reference **Section 5.0 - NASA NEACC Retained Tasks and Approvals**). The LOB Manager works closely with the Product Lead on SRs that require their approval to ensure the needed information such as resource plans and action plans are completed. The Product Lead and/or the Governance Review and Functional Control Boards (FCBs) review the SRs requiring their approval and prioritize them accordingly. The LOB Manager integrates the approved SRs into the prioritized, Authorized to Work LOB backlog based on the Governance Review Board's priority, as well as the ABPL overall prioritization and internal NEACC strategic roadmap.

SRs assessed as Medium, High, or Very High complexity will automatically be routed for Authorization to Work so that the Product Lead may approve or challenge the complexity assessment assigned.

Upon completion of the Assessment process, the LOB Manager accepts the SR into the LOB Authorized backlog (if NASA NEACC reviews are not required). The SR service area drives the approval workflow as well as SLS and Application Point exceptions. See **Section 5.0 - NASA NEACC Retained Tasks and Approvals** for details about any required approvals.

Table 6: Assessment Process Roles and Responsibilities

LOB Manager	Product Lead	Product Delivery Manager
▪ Ensure all SRs complete the LOB Assessment Process and, as necessary, the Authorization to Work Process ▪ If SR requires Product Lead approval before assessment, ensure this occurs before beginning the assessment. ▪ Validate the functionality required by the SR and the completeness of the requirements ▪ Assess SR to determine the complexity of the work effort ▪ Assign complexity and complete the Application Point assessment template (as required) ▪ Certify complexity assessment for SRs assessed as Medium, High or	▪ Interface with ABPL for external LOBs and with NASA NEACC Management Team for internal LOBs to ensure understanding of priorities and governance approvals ▪ For SRs requiring Product Lead approval, review recommended resource plan and action plan ▪ For SRs requiring Product Lead approval, prioritize and approve/disapprove work accordingly ▪ Review and approve complexity assessments for SRs assessed as Medium, High or Very High complexity ▪ Authorize request to be worked	▪ Liaise with Product Lead or designee to understand prioritization of work ▪ Work closely with LOB Manager to ensure understanding of requirements ▪ Assist the work of the LOB by elevating obstacles to management attention ▪ Interface with representative from other LOBs in order to identify and communicate impacts to those areas

LOB Manager	Product Lead	Product Delivery Manager
Very High complexities, providing additional rationale as needed ▪ Interface with representative from other LOBs and service delivery areas in order to identify and communicate impacts to those areas ▪ For SRs requiring Product Lead approval, ensure resource plan and action plan are complete and obtain approval as needed ▪ For SRs not requiring Product Lead approval, move into the prioritized Authorized to Work LOB backlog ▪ Integrate Product Lead approved SRs into the prioritized, Authorized to Work LOB backlog	according to the NEACC Release Management process and Software Engineering Quality Plan ▪ Analyze the Maintenance SRs for trends and indications of problems or training needs	

5.6 Completion of Work Process

The Completion of Work Process encompasses the tasks and activities required to schedule and complete the requirements defined in the SRs that were prioritized and authorized to work on the LOB backlog. The LOB Manager is responsible for ensuring all work is completed and the SR is migrated to production (if applicable) and readied for closure in accordance with NEACC processes. The LOB draws on resources from the service delivery areas and NASA NEACC BPS resources to comprise IPTs to complete the work within the appropriate SLS timeframe. All LOB sprints follow a NEACC-wide monthly sprint schedule that is aligned to support the monthly Application Point reporting cycle.

5.6.1 **Planning**

The LOB plans the number of IPTs and sprint backlog required for their LOB to address the Applications Maintenance and Applications Enhancement tasks to meet the projected monthly target. The Application Point Capacity Management Plan provides the details of this process, including the criteria for use in sprint backlog planning.

For Application Enhancements, the LOB Manager works closely with the PDM to propose the Application Enhancement SRs from the authorized backlog that the scrum teams will work as part of their sprint backlog in any given month (See figure below) based on the priority defined by the appropriate NASA Governance Board(s). The LOB Manager and Product Delivery Manager, working with the Service Delivery Managers and Product Leads, identifies the appropriate EAST and NASA resources to support the proposed sprint backlog based on the impacted functionality, as well as the skill sets and level of effort denoted in the resource plans during the Assessment Process. The LOB Manager reviews the sprint backlog with the PDM and, based on the available resource capacity and sprint velocity, releases backlog items to the IPT team to work.

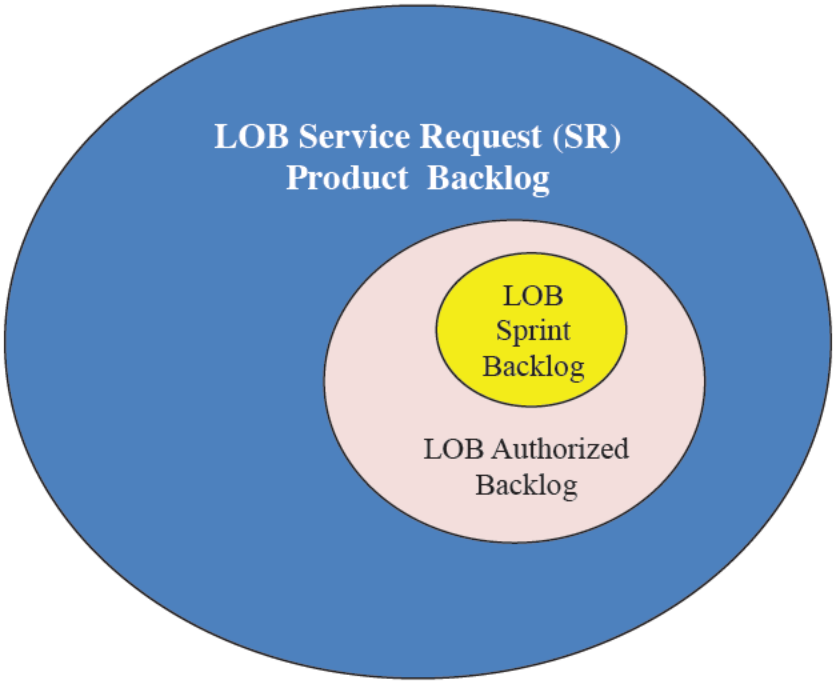


Figure 1: Product Backlog Illustration

Some SRs require review at the NEACC CORe meeting. The NEACC CORe members review cross-organizational business, technical and operational priorities (including external and internal strategic roadmap initiatives) with the goal of identifying where there are cross-LOB/delivery area capacity constraints/priority conflicts or IT Infrastructure Integration Program (I3P) dependencies. The CORe members provide guidance/seek resolution of those conflicts and/or escalate following the defined escalation process. After the NEACC CORe meeting, the LOB Manager finalizes the sprint backlog and releases the remaining requests in the backlog to the IPTs to begin work. See the NEACC CORe Charter for more details regarding the CORe meeting.

Given that Application Maintenance work is often unpredictable, some allocation of the IPT capacity is reserved for Application Maintenance SRs. The amount of capacity reserve varies by LOB and resource or skill type. It may also vary by time of year. Once prioritized and authorized to work, Application Maintenance SRs and Operational Support tasks are reviewed by the LOB Manager. Depending on the SR type, the SR may be assigned immediately to the current LOB sprint backlog in APCMS (in the case of Service Level Agreement [SLA]-driven tasks such as Discrepancy Break/Fix or Master Data SRs), or may be allocated to a current or future sprint (in the case of Application Maintenance change requests). The items released to the IPTs to work immediately are reviewed and tasked by the team during the scrum tag-up.

For all SRs requiring migration, the LOB Manager assigns the SRs in the sprint backlog to a sprint release package based on the planned release strategy (weekly, monthly, or major). This ensures that the SRs in a given sprint release package are worked in the appropriate environment and tested as part of that release package, without having to predefine a release date.

5.6.2 **Tasking**

Once the LOB sprint backlog is defined, the self-managed IPTs conduct a sprint planning session to confirm that they can complete the sprint backlog. This may include the completion of SRs and/or the completion of defined milestones for larger SRs.

During the sprint planning meeting, the IPT performs the following for each SR: 1) reviews the requirements, 2) defines the functionality-driven milestones and point reserves, and 3) defines the milestone points in APCMS. [Note that some small SRs may not have a point reserve assigned and may have only one associated milestone, i.e., SR completion.] The IPT then defines the detailed tasks required to fully complete each milestone, including the required skill set and number of hours required to complete each task. This sprint task list is also captured in APCMS. The available hours for each team member by skill set is then compared to the detailed task list for the sprint. In addition, the velocity of prior sprints is compared to the planned velocity of the current sprint.

If the team is over or under capacity, the LOB Manager will work with either the PDM to adjust the sprint backlog, or the Service Delivery Managers to gain access to additional resources for the IPT. APCMS is used to track the changes and complete the coordination. Once the sprint task list is complete, the sprint begins.

If during this tasking activity (or throughout the remainder of the Completion of Work Process), the IPT determines that the complexity of the SR is different than what was initially assessed, the team should inform the LOB Manager. In coordination with the PDM, the LOB Manager is responsible for making adjustments to the SR complexity and the Application Points associated with the SR milestones. An Application Point assessment template is to be completed to include the justification.

Finally, for Application Maintenance tasks that enter the sprint throughout the month, the detailed tasks and milestones are typically defined during the scrum tag-up. However, in the case of a critical SLA-driven task, the detailed tasks and milestones are defined immediately upon release to the team to work.

5.6.3 **Execution**

The Execution process governs the work that is accomplished during the LOB sprints. This includes all facets of Service Delivery functions that are required to resolve Maintenance issues and/or develop Enhancements to existing functionality. Each LOB IPT conducts a regularly scheduled scrum tag-up to update the team on the progress of their defined sprint tasks, identify and task out newly assigned Application Maintenance requests, identify changes in complexity and point assignment as previously discussed, and identify any obstacles or issues preventing task completion. This update allows for timely escalation of any obstacles to the LOB Manager and/or Product Lead to prevent lengthy delays. In addition to this, both the bi-monthly NEACC CORe meeting and the weekly Func/Tech Forum are used to reinforce communications across LOBs and provide a regular forum to discuss cross LOB issues, priority conflicts, and/or resource capacity conflicts that may arise.

As work commences on individual SRs, the SRs are placed into a status of In Process and, if required, an Expected Completion Date (ECD) is defined by the IPT based on the defined

milestones/tasks and available capacity. If the Product Lead is concerned with the defined ECD, they may negotiate with the PDM and LOB Manager to identify possible options for an earlier ECD. Options may include shifting backlog priorities to free-up capacity or identifying additional resources not currently assigned to the IPT.

The LOB Manager works collaboratively with the PDM to ensure completion of Applications Enhancement SRs by the ECD. However, the LOB Manager shall be accountable for ensuring that Applications Enhancement requests are completed by the ECD. Should any circumstance outside of EAST control (as determined by the LOB Manager and PDM) jeopardize the team's ability to meet the ECD, then the ECD will be adjusted accordingly.

As the team completes tasks, APCMS is updated. Once all the tasks for a given milestone are marked complete, the milestone is also marked complete and, upon acceptance, all the points associated with that milestone are burned down in the Application Point dashboard. If the milestone relates to an Application Enhancement SR, the milestone (and its associated functionality) is flagged for inclusion in the next LOB sprint review. Once the final milestone for a given SR is accepted, the remaining points associated with that SR are burned down and the SR is marked "closed".

SR and sprint release package integrated testing begins during the Execution Process and continues through the Migration to Production Process. Automated testing is used where available. Use cases, test scenarios, test plans, and defects are tracked and maintained in Quality Center. Discrepancies are tracked as defects in Quality Center. Additionally per the Software Engineering Quality Plan, an accessibility review shall be conducted for any custom-developed software in accordance with guidelines defined in Section 508 of the Rehabilitation Act.

5.6.4 **Sprint and Milestone Execution**

The Sprint and Milestone Completion process consists of finalizing the sprint release package for those SRs requiring production migration, conducting a sprint review for any Application Enhancement change requests that were part of the sprint, and conducting a sprint retrospective. Application Maintenance SRs and Operational Support tasks that do not require migration to production are fast-tracked through this final Completion of Work process.

During the sprint, the LOB IPT conducts one or more sprint reviews with the appropriate Product Lead, and ABPL or designee, and appropriate user groups. One purpose of the sprint review is to demonstrate that the Application Enhancement SRs comply with the defined requirements. The sprint review provides artifacts demonstrating SR functionality, milestone completion, SR completion, and sprint release package completion. APCMS is used to support the review as it demonstrates the Application Points burned down during the sprint for completed milestones and SRs. Sprint release packages that are approved by the Product Lead are finalized for Migration to Production. Any items that are not ready for release are removed from the sprint release package, and their Application Point burn down is adjusted in APCMS. The incomplete milestones and/or SRs are then allocated to the next sprint release package (and possibly next sprint's backlog) for completion.

During the sprint retrospective, lessons learned are identified and documented. Any lessons learned that may apply to other LOBs are shared in the weekly Func-Tech Forum. In addition, the LOB Manager and the IPT assess the actual velocity versus the planned velocity of the sprint.

The capacity planning and resource planning templates are updated as necessary. This approach improves the automated capacity planning capability of APCMS. Over time it also improves the efficiency of the LOB IPT model to complete work within the resource constraints of the NEACC.

This step in the process encompasses sprint planning, periodic scrum tag-ups, work completion and testing, and scheduling/packaging of SRs. The LOB Manager is accountable for "accepting" the Maintenance SR milestones, except for government-retained SRs or where NASA NEACC approval is required prior to production migration as defined in **Appendix A - Application Operations Service Area Workflow**. See **Section 5.0 - NASA NEACC Retained Tasks and Approvals** for details about required approvals.

Table 7: Completion of Work Process Roles and Responsibilities

LOB Manager	Product Delivery Manager
▪ Plan the number of IPTs and sprint backlog required for the LOB to address Applications Maintenance & Applications Enhancement tasks to meet projected monthly targets ▪ Work with the PDM to propose the Application Enhancement SRs that the IPTs will work as part of their sprint backlog in any given month based on Agency priority ▪ Identify the appropriate resources to support the proposed sprint backlog based on the impacted functionality ▪ Once prioritized and authorized to work, review Application Maintenance and Operational Support tasks and, depending on the SR type, assign to a LOB sprint backlog ▪ Assign SRs in the sprint backlog to a sprint release package based on the planned release strategy ▪ Assign request to be worked according to the NEACC Release Management process and Software Engineering Quality Plan ▪ Work with the IPT to define ECD based on the defined milestones/tasks and available capacity, as work begins on individual SRs, ▪ Accept Maintenance SR milestones, except for government-retained SRs or where NASA NEACC approval is required	▪ Work with the LOB Manager and Agency/ Product Lead to propose the Application Enhancement SRs that the IPTs will work as part of their sprint backlog in any given month

5.7 Migration to Production Process

The Migration to Production Process defines how Maintenance changes and Enhancements are packaged and migrated through the NEACC testing landscapes, and finally deployed to production. The Migration to Production Process aligns with the ITIL Version 3.0 Release and Deployment Management (RDM) Processes and includes the system-level integration, regression, and acceptance testing needed to ensure that the highest-quality systems are provided to NASA. The Application Technical Operations Maintenance (ATOM) team completes all release package migrations through the NEACC landscape into production.

Once all SRs in a given sprint release package are complete, the LOB Manager requests that the Release Manager integrate it into the next appropriate weekly, monthly, or major production release package (which could include sprint release packages from multiple LOBs). At the appropriate time, based on the release type and release schedule, a given integrated production release package is baselined. The Release Manager reviews, approves, and schedules the production release package to stage. At that point, the content of the production release package is assessed for testing and deployment requirements, and a final release sprint is conducted. Testing and deployment requirements are assessed based on the functionality impacted by the individual sprint release packages and any dependencies among the sprint release packages being integrated into the production release package.

The release sprint includes: the ATOM team migrating the baselined production release package into the staging environment (following the patch to production guidelines), the Release Management team developing and executing an integrated deployment plan, and the LOB IPT conducting a final integration and/or regression test with validation by the quality assurance and Product Lead as appropriate. Upon successful completion, the finalized integrated production release package receives final Release Manager's approval and is deployed to production following the detailed deployment plan. For more details on the end-to-end Release Management processes refer to the Release and Deployment Management (RDM) Plan DRD.

Table 8: Migration to Production Process Roles and Responsibilities

LOB Manager	Product Delivery Manager
▪ Upon completion of the SR work, request Release Manager integrate the sprint release package in to the next appropriate production release ▪ Escalate issues to the Product Delivery Manager.	▪ Work with the LOB Manager & Product Lead through the migration process.

5.8 Close Request Process

The Close Request Process encompasses the tasks and activities required to close out the SR in the Remedy Systems, finalize the Application Points earned for the request, and generate the monthly Application Points earned report that is submitted for monthly reporting. Note that the Application Points earned process described here is also used as milestones are completed. This allows for partial credit of SR Application Points.

When all the milestones for a given SR are complete, including migration to production and any post deployment tasks as applicable, the LOB Manager is notified to provide one final validation. The LOB Manager coordinates, as applicable, with the Product Lead (or designee) and accepts the final milestone in APCMS. This action automatically removes the SR from the active LOB-prioritized backlog and triggers an update in the Remedy system. This marks the SR as closed and stops any SLA clocks. Once a SR is marked as closed, any remaining Application Points to be earned are calculated. On a monthly basis, the EAST management team conducts a review to demonstrate the Application Points earned across the NEACC. Upon completion of the review, a monthly Application Points earned report is generated from APCMS and submitted for monthly variance reporting against projected targets.

Table 9: Close Request Process Roles and Responsibilities

LOB Manager	Product Lead
▪ Coordinate as needed with Product Lead to accept the final milestone in APCMS	▪ Accept Maintenance SR milestones for government-retained SRs and where NASA NEACC approval is required ▪ Accept all Enhancement SR milestones

5.9 NEACC Support Processes

The previous processes have focused on utilizing the NEACC supply to address the NEACC demand. The NEACC support processes address the additional indirect processes that support the supply-demand equation, including capacity and skill set management and process monitoring and escalation. The NEACC support processes also provide for the Application Point report generation required to accurately track work completion status and demonstrate point burndown.

In support of the NEACC, Service Delivery Managers maintain a complete list of resources, skill sets, and availability in APCMS. This is used to assist the LOB Managers in planning current and future sprint backlogs, and assists the Service Delivery Managers in forecasting anticipated gaps in skills for future sprints. Service Delivery Managers are then able to proactively cross-train existing staff to address anticipated gaps.

The LOB Manager generates reports necessary to manage workload, verify SLSs, track sprint burndown and monthly point earnings. APCMS provides the LOB Manager and the PDM the ability to generate reports related to the LOB backlog, resource capacity, Application Point projections, Application Points earned, and identified obstacles. It also allows the Service Delivery Manager to proactively monitor SLSs to ensure service-level performance targets are met. Several of these high-level reports are shared externally with the ABPLs and other Agency stakeholders to provide insight into the work the NEACC is performing based on their priorities and within the defined Application Point targets.

6.0 NASA NEACC RETAINED TASKS AND APPROVALS

NASA NEACC retains authority for all BPS functions across all Lines of Business. These functions include Business Process design, Business Process integration and optimization, concept development, implementation of NASA policy and regulatory decisions, customer relationship management with Agency stakeholders, process ownership, Audit Control and Technical Support (ACTS), coordination and oversight of support for quarterly financial statements, testing verification and validation of Contractor-performed testing, LOB Lead functions, and expert application monitoring and configuration as specified within this document.

Appendix A - Applications Operations Service Area Workflow defines the process and integration points between the EAST Contractor and NASA NEACC team members in working all SR types, as well as denotes those specific services that are defined as NASA NEACC-retained. The LOB Manager is responsible for obtaining approval from the Product Lead for all

instances noted where approval is required. Within **Appendix A** there are three levels of approval identified:

- **NASA Approval Required to Begin Assessment:** Represents automatic routing to the Product Lead or Agency Lead for approval prior to EAST contractor performing work or before EAST SLSs begin. (See **Section 4.1 - Initial NEACC Review Process**)
- **NASA Review Prior to Starting Work:** Represents automatic routing to the Product Lead for approval to begin work on the SR. (See **Section 4.3.2 – Authorization to Work Process**)
- **NASA Approval Required Prior to Migration to Production:** Represents the point in the process where the LOB Manager must seek Product Lead approval prior to requesting migration to production. (See **Section 4.4.4 – Sprint and Milestone Execution**)

The purpose of these defined approval and interaction points is to support NASA's Governance processes, as well as to include appropriate reviews by NASA NEACC business process and technical experts. This ensures that core system design is not negatively impacted by any application changes. On occasion there may be situations where deviations or waivers are necessary for the defined approval steps or retained tasks. Deviations and waivers can be obtained by presenting the request to NASA NEACC Internal Governance Board and the EAST Program Manager for approval. Approved deviations and waivers will be stored on bReady.

7.0 SPECIAL PROVISIONS

7.1 Placing a Ticket on Hold

A SR shall be placed on hold by any NEACC team member when the next step in fulfilling the request falls outside NEACC or EAST control. Depending on the request type and/or where it is in the process, there are two types of hold that may be applied.

EAST Hold applies when action for the request falls within NEACC control but outside EAST contractor control.

Customer Hold is used when actions for the request falls outside NEACC control (i.e., pending action from the Agency, center, or vendor). Unique circumstances may require an SR be placed on Customer Hold. For example, limitation of Government funds, weather related center closures, etc.

7.2 Verification of Release Content

The Product Lead retains the right to review and approve the planned test scenarios for any release; they may require that the LOB IPT perform additional tests prior to release deployment.

7.3 Incidents Requiring a Change

By definition, the resolution for a Discrepancy Break/Fix type SR does not require a change to any configurable item. However, for those incidents where a change to a configurable item is

required, the Discrepancy Break/Fix SR should be closed and a new SR (SR type = Change Request/Discrepancy) should be created and reference the Discrepancy Break/Fix SR.

7.4 Service Level Standard Exclusions of Service Requests

7.4.1 **Clock-Driven Exclusions**

SRs that are actually corrected/fixed within the set SLS and, for some reason, the completion time was not recorded in a timely manner, the PDM will "exclude" the SR from being counted in with the monthly calculated service level metrics. The "Adjusted Resolution Time" is updated in Remedy ISRS to reflect the actual resolution time. (Examples: tasks requiring NASA NEACC-retained assistance or in cases where intermittent system issues cause system update delays)

7.4.2 **Clock-Driven Waivers**

The PDM may waive PWS 3.1 (Application Maintenance) SRs from the Critical Service Levels for SLS 2.6, 2.7, and 2.8 based on a joint agreement that the projected target completion date for the request falls outside the defined Service Level Target. Performance on these SRs will be measured under the Applications Maintenance On-Schedule Delivery Critical Service Level (SLS 2.9).

7.4.3 **On-Schedule Delivery Exclusions**

The PDM may waive Application Maintenance or Application Enhancement SRs from the on-time delivery Critical Service Levels for SLS 2.9 and 3.1, respectively, based on a joint agreement with the LOB Manager.

7.5 Changing Expected Completion Dates

For Application Maintenance and Application Enhancement SR types, the LOB Manager sets the ECD when the SR goes to In Process as described in **Section 4.4.3 – Execution Process**. However, the following exceptions for changing the ECD may be applied where appropriate:

- The ECD may be blank for Change Request / Discrepancy SRs where an investigation is still underway (via an investigation milestone) to determine the cause and resolution approach for the SR. Once the cause and resolution approach is determined, then the ECD is set.
- With advanced approval from the PDM, the LOB Manager may change the ECD date based upon factors outside of EAST control. The LOB Manager is responsible for discussing the date change with the PDM and shall obtain approval that the issue was outside EAST control. The approval shall be documented in the Remedy ISRS diary either via direct PDM update or posting of PDM approval email. The Product Lead should then notify the ABPL or designee of the ECD change for key priority items.

7.6 Service Level Standard Limits

Appendix C - EAST Service Level Standard Definitions defines the EAST SLS descriptions, as well as data requirements, calculations, assumptions, business rules, exceptions and waivers. **Appendix D - Service Level Standard Limits** defines the specified SLS categories and associated limits.

7.7 Using Investigation Request SR Type vs. Milestone

An Investigation Request SR type is used for Enhancement type work such as defining requirements, investigating new products, or as an approach to scope and/or develop large efforts. Examples of when to use include:

- Product Lead requests the EAST contractor's expertise to investigate and assist in the refinement of requirements.
- An Enhancement SR lacks sufficient requirements to proceed through Triage for assessment. Either the Enhancement SR may be converted to an Investigation Request or placed on hold and a new SR (Investigation Request) is opened where the Product Lead requests the EAST contractor's expertise to investigate and assist in the refinement of requirements.
- The Enhancement implements a complex piece of functionality, where more investigation is required by the contractor to help the Product Lead refine the scope and general approach for the SR (i.e., HCIE dashboard).
- One or more separate Change Request/Enhancement SRs will be logged to track the actual completion of the Enhancement work.

An Investigation milestone is used when a Change Request /Discrepancy or a Change Request/Maintenance type SR (under SLS 2.9) requires a period of investigation prior to setting an ECD.

An Investigation Request SR may be requested by NASA if they want to better understand a specific Application Enhancement in terms of its technical feasibility, possible risks and impacts, cost, or schedule implications. Investigation Requests are only to be used at the request of NASA.

In the case where an Applications Enhancement SR enters the NEACC to be worked, but that request lacks sufficient requirement details, the LOB Manager will notify the Product Lead and ask that the requirements be further defined by NASA NEACC and/or the submitter before it re-enters the NEACC work queue for assessment.

7.8 Point Replenishment

There may be situations that arise in which a SR may need to have additional Application Points added to it after it is already in process. This situation can occur, for example, if the request is partially completed, but a functional review results in new, or refined, requirements or specifications that require re-work or work that was not accounted for in the original complexity assessment. Replenishment may be used after the SR has been assessed for complexity, after the work on the SR has begun, and additional requirements have been identified or existing

requirements have been clarified. Replenishment should not be used as the norm; nor is it to be used to mitigate an incorrect estimate of work. Replenishment shall be approved by the Product Lead.

The replenishment process is discussed in more detail in the Application Point Capacity Management Plan DRD.

7.9 Allowance for Services

Some services performed to support the operations of the NEACC better lend themselves to being tracked on a month by month basis, rather than an SR by SR basis. These services are typically cross-LOB in nature. For those services, as agreed upon by NASA NEACC Management and the EAST Program Manager, a single SR by month is logged to track the complexity and tasks associated with the service. Additional SRs that come into the NEACC related to the service are closed to the overarching SR for that month, and no additional complexity assessment or Application Points are recorded for those SRs. Some examples include audit support, penetration testing, and addressing alerts triggered from automated application monitoring.

At the end of the month, the overall complexity of the service provided is reassessed and the complexity assignment may be adjusted.

Appendix E - Identified Services defines the services that fall under this scenario.

7.10 Tracking Metrics for PWS4.0

PWS 4.0 Indefinite Delivery / Indefinite Quantity (ID/IQ) Task Orders are outside the EAST contract baseline. While each task order should generally follow the operational procedures defined in this document, each task order will operate under a separate agreement and may or may not choose to track EAST SLS metrics based on the type and amount of work performed under the task order.

8.0 RECORDS

Table 10: Records Applicable to this Document

Name of Record	Storage Location	SBU/PII*	Retention Schedule	Responsible Party	Email	Phone No.
None to report at this time						

*SBU = Sensitive But Unclassified / PII = Privacy Act Information

APPENDIX A – APPLICATION OPERATIONS SERVICE AREA WORKFLOW

PWS 3.1 Applications Maintenance

Table 11 below identifies the specific areas where the Product Lead exerts authority in the SR process. Any cell in the table that contains "Yes" designates a point at which responsibility for the SR transfers to the Product Lead. A "No" or "N/A" indicates the SR is free to move forward without stated approval. "Requires Agency Approval" designates where the ABPL approval is required. "Product Lead Retained" designates those service areas that are NASA NEACC retained.

Table 111: PWS 3.1 Applications Maintenance NASA Approvals by Service Area

Service Request Type	LOB	Application	Service Area	NASA Approval Required to Begin Assessment	NASA Review Prior to Starting Work?	NASA Approval Required Prior to Migration to Production?
Any PWS 3.1 Request Type			- Additional Funding Request - Application of Funds - Change Status of Fund	Requires Agency Approval	Yes	Yes
Discrepancy / Break Fix			Any area other than: - Change Status of Funds - User table updates	No	No	No
Discrepancy / Break Fix			Change Status of Funds, User table updates (no DBA action required), and Additional Funding Request	Requires Agency Approval	Yes	N/A
Discrepancy / Break Fix			Data Integrity-Agency BPS	No	Yes	N/A
Discrepancy / Break Fix			User table updates (DBA action required)	No	No	Yes
Discrepancy / Break Fix			Analyze problems, run database queries, create and implement corrective actions to resolve discrepancies between applications.	No	No	No
Discrepancy / Break Fix			Analyze problems with interfaces, provide recommendations for interface corrections and	No	No	Yes

Service Request Type	LOB	Application	Service Area	NASA Approval Required to Begin Assessment	NASA Review Prior to Starting Work?	NASA Approval Required Prior to Migration to Production?
			implement those changes upon NASA approval			
Discrepancy / Break Fix			Log service tickets with Software vendors and / or other external sources as necessary to research corrections to discrepancies and change requests	No	No	Yes
Discrepancy / Break Fix			Maintain NASA's configuration of: ▪ SAP Materials Management Module ▪ SAP to NASA Supply Management System (NSMS) interface ▪ PRISM software ▪ Procurement capabilities on Enterprise Portal ▪ Procurement reporting capabilities	No	No	Yes
Discrepancy / Break Fix			PRISM document maintenance, including: ▪ Release without Validation ▪ Resend to Finance ▪ Unlock document ▪ Unrelease document	No	No	No
Discrepancy / Break Fix	▪	▪	▪ Content / Display Issue → Browser Issue ▪ Content / Display Issue → Display Issue ▪ Content / Display Issue → Navigation Issue ▪ Content / Display Issue →Page Can Not Display Error ▪ Content / Display Issue → Password Manager Issue ▪ Content / Display Issue→Single-Sign-On Issue ▪ Internal Run Time & Recovery → Non-User Impact Run Time Change ▪ Internal Run Time & Recovery → Service Recovery ▪ Missing Document ▪ Performance Issue → Launchpad Non-Responsive ▪ Performance Issue→Non-Responsive	N/A	No	N/A

Service Request Type	LOB	Application	Service Area	NASA Approval Required to Begin Assessment	NASA Review Prior to Starting Work?	NASA Approval Required Prior to Migration to Production?
			▪ Performance Issue → Unresponsive ▪ Security Authorization → Security Authorization Issue ▪ Security Authorization → Folder Permission Issue ▪ Security Authorization →Portlet Account Issue			
Master Data			Any master data request other than: ▪ Budget Structures ▪ Derivation Rules ▪ Approval Chain Modifications ▪ Region Codes ▪ Regulatory ▪ SAP PR Close Updates ▪ Scripts to correct data inconsistencies ▪ Release Strategies/Pgroups ▪ Building/Location changes ▪ Enterprise Portal content changes ▪ WebTADS Work Schedules ▪ WebTADS Employee Attributes ▪ HCIE Portal Content Changes ▪ ALDS Pay Calendar Updates ▪ ALDS Pay Code Updates ▪ ALDS WBS Derived Updates ▪ ALDS WBS/FUND Updates	No	No	No
Master Data			Budget Structures and Derivation Rules	No	Yes	N/A
Master Data	▪	▪	▪ Approval Chain Modifications ▪ Region Codes ▪ Regulatory	No	Yes	Yes
Master Data	▪	▪	▪ Scripts to correct data inconsistencies ▪ Release Strategies/Pgroups ▪ Building/Location changes	No	No	Yes

Service Request Type	LOB	Application	Service Area	NASA Approval Required to Begin Assessment	NASA Review Prior to Starting Work?	NASA Approval Required Prior to Migration to Production?
			▪ Enterprise Portal content changes ▪ HCIE Portal Content Changes			
Master Data	▪	▪	▪ WebTADS Work Schedules ▪ WebTADS Employee Attributes ▪ ALDS Pay Calendar Updates ▪ ALDS Pay Code Updates ▪ ALDS WBS Derived Updates ▪ ALDS WBS/FUND Updates	Product Lead Retained	Product Lead Retained	Product Lead Retained
Job Request			Job Request with no migration required	No	No	N/A
Job Request			Job Request with migration required	No	No	Yes
Operational Support Tasks			Any Operational Support Task	No	No	N/A
Change Request / Discrepancy or Change Request / Maintenance			Any area other than: ▪ Validation Rule configuration ▪ Substitution Rule configuration ▪ Budgetary Ledger classification ▪ Budget Control System configuration ▪ New document type configuration ▪ Special Purpose Ledger (SPL) Splitting logic configuration ▪ Account determination ▪ Account reconciliation ▪ Financial Statement reporting or other Financial external reporting ▪ Internal Code Change → Framework Code Change ▪ Internal Code Change → Software Code Change	No	Yes	Yes
Change Request /	▪	▪	▪ Validation Rule configuration ▪ Substitution Rule configuration	Product Lead	Product Lead	Product Lead

Service Request Type	LOB	Application	Service Area	NASA Approval Required to Begin Assessment	NASA Review Prior to Starting Work?	NASA Approval Required Prior to Migration to Production?
Discrepancy			▪ Budgetary Ledger classification ▪ Budget Control System configuration ▪ New document type configuration ▪ Special Purpose Ledger (SPL) Splitting logic configuration ▪ Account determination ▪ Account reconciliation ▪ Financial Statement reporting or other Financial external reporting	Retained	Retained	Retained
Change Request / Discrepancy or Change Request / Maintenance	▪	▪	▪ Internal Code Change → Framework Code Change ▪ Internal Code Change → Software Code Change	No	Yes	No
Change Request / Discrepancy or Change Request / Maintenance			FAR/FAC changes	No	No	Yes

PWS 3.2 Applications Enhancement

Table 12 below identifies the specific areas where the Product Lead exerts authority in the SR process. Any cell in the table that contains "Yes" designates a point at which responsibility for the SR transfers to the Product Lead. A "No" or "N/A" indicates the SR is free to move forward without stated approval. "Requires Agency Approval" designates where the ABPL approval is required. "Product Lead Retained" designates those service areas that are NASA NEACC retained.

Table 12: PWS 3.2 Applications Enhancement NASA Approvals by Service Area

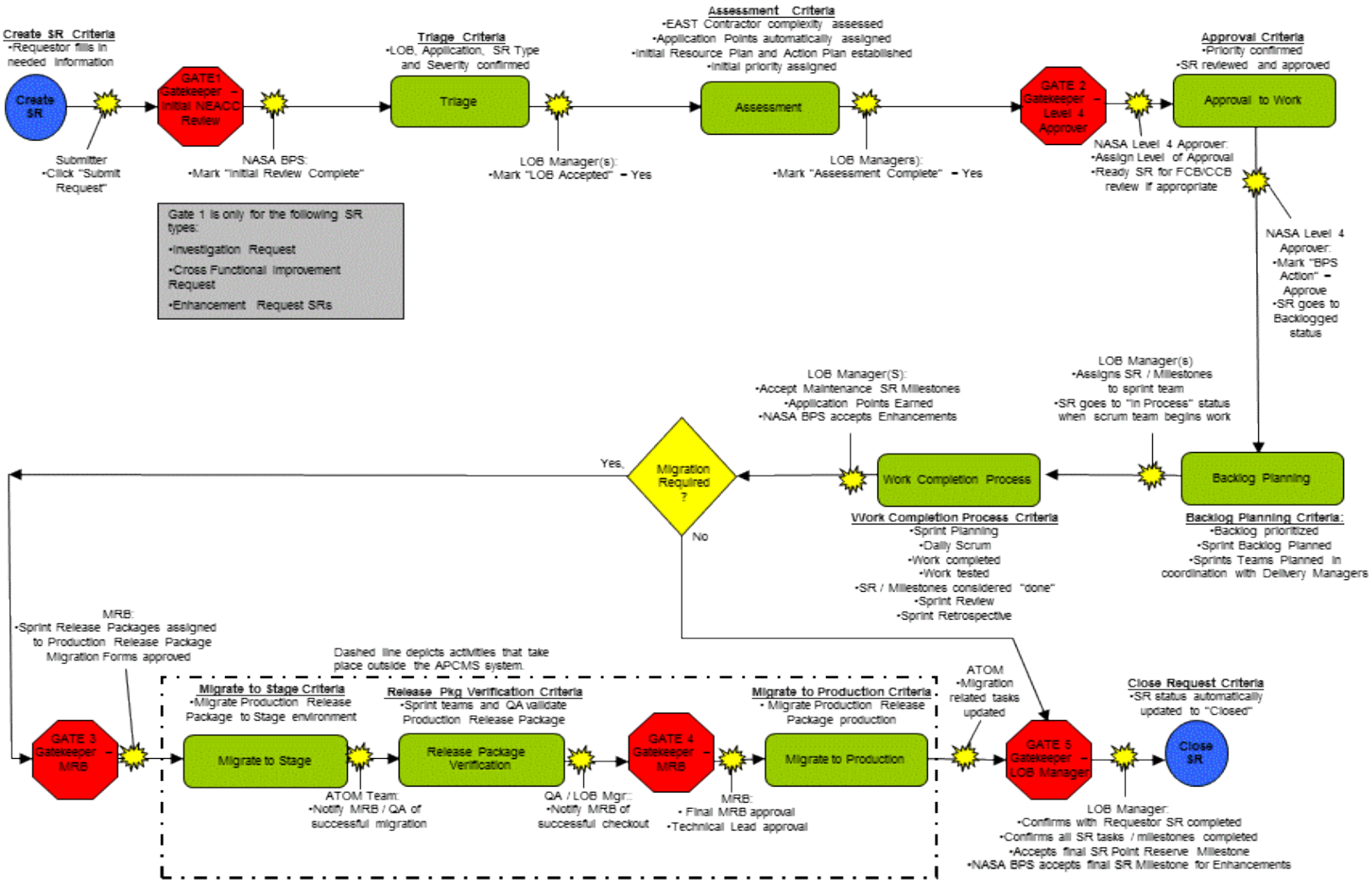
Service Request Type	LOB	Application	Service Area	NASA Approval Required to Begin Assessment	NASA Review Prior to Starting Work?	NASA Approval Required Prior to Migration to Production?
Applications Enhancement Agency BPS Change Requests			All Service Areas	Requires Agency Approval	No	Yes
Any PWS 3.2 Request Type	▪	▪	▪ Additional Funding Request ▪ Application of Funds ▪ Canceled Payable Funding ▪ Change Status of Funds ▪ Data Integrity-Agency BPS ▪ Property-Agency BPS ▪ Travel-Agency BPS	Requires Agency Approval	Yes	Yes
Any PWS 3.2 Request Type			External Reporting-Agency BPS	Requires Agency Approval	Product Lead Retained	Product Lead Retained
Applications Enhancement Change Requests			Any area other than: ▪ Validation Rule configuration ▪ Substitution Rule configuration ▪ Budgetary Ledger classification ▪ Budget Control System configuration ▪ New document type configuration ▪ Special Purpose Ledger Splitting logic configuration ▪ Account Determination ▪ Fund ▪ Application of Fund ▪ General Ledger Accounts ▪ Account Reconciliation ▪ Financial Statement or other external report ▪ NASA Policy	Yes	Yes	Yes

Service Request Type	LOB	Application	Service Area	NASA Approval Required to Begin Assessment	NASA Review Prior to Starting Work?	NASA Approval Required Prior to Migration to Production?
			▪ Regulatory ▪ Internal Code Change →Platform Component / Service Change ▪ Internal Configuration Change → Platform Component / Service Change ▪ Software Installation ▪ Custom Portal Application ▪ Portlet Creation ▪ Collaboration / Community Change ▪ Folder Design ▪ Navigation Change ▪ Portlet Replication ▪ Property Changes ▪ Styling Change ▪ System Link Changes ▪ Timeout Change ▪ Internal Code Change → Framework Code Change ▪ Internal Code Change →Software Code Change ▪ Internal Configuration Change → Active Configuration Change ▪ Account Synchronization ▪ Active Configuration Change ▪ Hardware Configuration Change ▪ Internal Configuration Change → Hardware Configuration Change ▪ Security Authorization → Security Authorization Change ▪ Audit Request ▪ SGL Account-Proforma			
Applications Enhancement Change	▪	▪	▪ Validation Rule configuration ▪ Substitution Rule configuration ▪ Budgetary Ledger classification	Product Lead Retained	Product Lead Retained	Product Lead Retained

Service Request Type	LOB	Application	Service Area	NASA Approval Required to Begin Assessment	NASA Review Prior to Starting Work?	NASA Approval Required Prior to Migration to Production?
Requests			▪ Budget Control System configuration ▪ New document type configuration ▪ Special Purpose Ledger Splitting logic configuration ▪ Account Determination ▪ Fund ▪ Application of Fund ▪ General Ledger Accounts ▪ Account Reconciliation ▪ Financial Statement or other external report ▪ Audit Request ▪ SGL Account-Proforma			
Applications Enhancement Change Requests	▪	▪	▪ NASA Policy ▪ Regulatory	Yes	Yes	Yes
Applications Enhancement Change Requests	▪	▪	▪ Internal Code Change →Platform Component / Service Change ▪ Internal Configuration Change → Platform Component / Service Change ▪ Software Installation	Yes	Yes	Yes
Applications Enhancement Change Requests	▪	▪	▪ Custom Portal Application ▪ Portlet Creation	Yes	Yes	No
Applications Enhancement Change Requests	▪	▪	▪ Collaboration / Community Change ▪ Folder Design ▪ Navigation Change ▪ Portlet Replication ▪ Property Changes ▪ Styling Change ▪ System Link Changes	Yes	No	No

Service Request Type	LOB	Application	Service Area	NASA Approval Required to Begin Assessment	NASA Review Prior to Starting Work?	NASA Approval Required Prior to Migration to Production?
			▪ Timeout Change			
Applications Enhancement Change Requests	▪	▪	▪ Internal Code Change → Framework Code Change ▪ Internal Code Change →Software Code Change ▪ Internal Configuration Change → Active Configuration Change	Yes	Yes	No
Applications Enhancement Change Requests	▪	▪	▪ Account Synchronization ▪ Active Configuration Change ▪ Hardware Configuration Change ▪ Internal Configuration Change → Hardware Configuration Change ▪ Security Authorization → Security Authorization Change	Yes	No	Yes
Investigation Request			Any Area	Yes	Yes	N/A
Investigation Request			SGL Account Proforma	Yes	Product Lead Retained	Product Lead Retained
Cross Functional Improvement Request			Any area	Yes	Yes	N/A
Cross Functional Improvement Request			SGL Account Proforma	Yes	Product Lead Retained	Product Lead Retained

APPENDIX B – NEACC SERVICE REQUEST PROCESS



APPENDIX C – EAST SERVICE LEVEL STANDARD DESCRIPTIONS

Table 13: EAST Service Level Standard Descriptions

	SLS Description	Data Requirements	Calculations	Assumptions, Business Rules, & Exceptions/Exclusions
1.1	**NEACC – Customer Satisfaction Rating**			
	Description: The NASA NEACC Technical Monitors' satisfaction level with the Contractor's performance on Strategic Focus Areas identified by the COR for the ensuing 6-month evaluation period. **Measure:** Contractor performance is formally evaluated in a 6-month cycle, with intermediate feedback provided at the mid-point of the cycle. The contractor's performance is monitored by the NASA NEACC Technical Monitors assigned to oversee the assigned Strategic Focus Area tasks by the COTR.	***(Data Source = NASA NEACC Technical Monitor Survey Results)*** A Strategic Focus Area is a defined scope of work with evaluation criteria set to achieve customer satisfaction. Evaluation criteria defined within each strategic focus area is used to evaluate the Contractor's achievement toward satisfying the NASA NEACC Technical Monitor's expectations for that strategic focus area during the 6-month evaluation period. A satisfaction rating of 1-6 will be assigned to each stated focus area for the evaluation period. Each Strategic Focus Area receives an overall satisfaction rating at the end of each 6 month evaluation period.	The satisfaction rating for each SFA is calculated using the average of the satisfaction rating assigned to each associated evaluation criteria. Each SFA receives an overall satisfaction rating. The Efficiency Rating score is based on a Satisfaction Rating score from 1 – 6. 6= Completely Satisfied, 5= Very Satisfied, 4= Satisfied, 3= Somewhat Satisfied, 2= Somewhat Dissatisfied, 1= Very Dissatisfied Satisfaction rating scores are rounded to the nearest 10^{th}. (e.g., A rating of 5.46 rounds up to 5.5) Price Deduction Percentages for Service Level Standard 1.1 NEACC Customer Satisfaction shall be applied individually to each SFA when the total satisfaction rating score achieved over the 6-month measurement window does not meet the specified ESL (5.4) or MSL (4.2).	**Assumptions:** ▪ COR will provide the Contractor the identified SFAs 30-days prior to the start of the evaluation period. ▪ Evaluation criteria for each SFA must be mutually agreed upon prior to the start of the evaluation period. ▪ Formal evaluation feedback on performance will be provided by the NASA NEACC Technical Monitors at 3- and 6-months. ▪ Feedback should be relative to established evaluation criteria & focus on EAST team accomplishments ▪ Feedback could possibly include recommendations for areas of improvement ▪ COR will administer the NASA NEACC Technical Monitor Survey to evaluate the Contractor's performance for each Strategic Focus Area. ▪ Each SFA will receive a satisfaction rating based on the average scores of the evaluation criteria rating.
2.1	**Production Application Availability**			
	Description: The percentage of time that production applications are Available during their Scheduled Uptime. **Measure:** The Contractor will employ a suitable monitoring tool to measure and report actual	***(Data Sources = ISRS, Scheduled Maintenance calendar, J-21/J-22)*** Scheduled Application Maintenance Hours/Day (NEACC) in the Month Scheduled Operations Maintenance	**Scheduled Maintenance Hours** = (Scheduled (NEACC) Application Maintenance Hours for the month) **+** (Scheduled (NSS) Operations Maintenance Hours for the Month)	**Assumptions:** ▪ SR is created when application is identified as being unavailable; the unscheduled downtime begins when the SR is created. ▪ Scheduled Application Maintenance Hours is applied to all applications and is

	SLS Description	Data Requirements	Calculations	Assumptions, Business Rules, & Exceptions/Exclusions
	availability. Monthly performance reports will calculate actual service level measurements as described above. The service level target represents an average that shall be achieved over the monthly measurement window.	Hours/Month (NSS) in the Month Total # of Production Applications (Production applications include all J-21 unique applications residing on production instances.) Unapproved/Unscheduled Downtime (within EAST control)	**Scheduled Uptime for the Month** = (Total # Hours for the Month – Scheduled Maintenance Hours) * Total # of Production Applications **Actual Uptime for the Month** = Scheduled Uptime for the Month – Unapproved/ Unscheduled Downtime (within EAST control) **Average Availability for the Month** = ((Actual Uptime for the Month) / (Scheduled Uptime for the Month)) * 100	not included in the Scheduled Uptime for the Month. ▪ Scheduled Operations Maintenance Hours is applied to all applications and is not included in the Scheduled Uptime for the Month. ▪ RCA (Root Cause Analysis) is used to determine source of application downtime and is not to be included in the monthly report until RCA has been completed. ▪ Production applications include all J-21 unique applications residing on production instances. ▪ If the application is inaccessible due to a service or other application being unavailable, then that application will still be considered available. (i.e., if the bReady portal is inaccessible due to eAuth being down, then bReady will still be considered up as the bReady application is up.) ▪ Applications listed across multiple LOBs will only be counted once (unique application) in the availability calculation. (i.e., SAP, BW, Portal and Cognos are unique applications that appear across multiple LOBs in J-21.) **Exceptions (Excludes):** 1) Downtime excludes any period that the environment is not Available due to: ▪ Scheduled outages (NEACC & NCS) ▪ Unscheduled Downtime or outages directed by NASA NEACC Management ▪ Errors in, or the restoration of, functionality or data related to underlying system or network functions managed by another Contractor, except those conditions where the Contractor is responsible for the system error.

	SLS Description	Data Requirements	Calculations	Assumptions, Business Rules, & Exceptions/Exclusions
				2) Application downtime as the result of an incident outside EAST contractor control or belonging to a third party vendor is assumed to be an exception. (i.e., ePayroll, eTravel) 3) All NEACC Support System Applications EXCEPT Oracle, MS SQL, or MySQL
2.3	**Application Security Compliance**			
	Description: The percentage of NEACC applications and systems that is compliant with GOVERNMENT Security Requirements. **Measure:** The measurement will be based on an audit of NEACC systems' compliance with all requirements as outlined in Attachment J-1, Section 5.5 Information Assurance, *Performance Work Statement*. "Security Compliance Rate" means the percentage of applications and systems that meet all GOVERNMENT Security Requirements.	***(Data Source = POAMS with documented application findings)*** The number of NEACC applications with one or more Security Findings open beyond the scheduled resolution date.	The service level target represents an average achieved over the monthly measurement window.	**Exceptions (Excludes):** If a finding cannot be resolved because a solution is pending from a COTS vendor, the finding will not be included in the calculation.
2.6	**Incident Resolution Time**			
	Description: The percentage of Severity 1-4 Incidents Contractor resolved within the target resolution time during the Measurement Window. **Measure:** The "Resolution Time" is measured as the elapsed time between the time the applicable Incident was received by the EAST Tier 2 Help Desk to the time the Incident is closed to the full satisfaction of the Customer. The service level target represents an average that shall be achieved over	***(Data Source = ISRS)*** Total Number of Incidents in addition to: **2.6.1)** Total Number of Sev1 Incidents Resolved w/n 4 Hours **2.6.2)** Total Number of Sev1 Incidents Resolved w/n 8 Hours **2.6.3)** Total Number of Sev2 Incidents Resolved w/n 8 Primary Business Hours	**2.6.1)** ((Total Number of Sev1 Incidents Resolved w/n 4 Hours)/ (total # of Incidents)) x 100% **2.6.2)** ((Total Number of Sev1 Incidents Resolved w/n 8 Hours)/ (total # of Incidents)) x 100% **2.6.3)** ((Total Number of Sev2 Incidents Resolved w/n 8 Primary Business Hours)/ (total # of	**Assumptions:** Primary Business Hours = 13 hours (6AM – 7PM CST) **Business Rules (includes)**: 1) SR Type = Discrepancy (Break/Fix) 2) Priority/Severity = 1 (2.6.1 & 2.6.2), 2 (2.6.3 & 2.6.4), 3 (2.6.5 & 2.6.6), or 4 (2.6.7) 3) Status = Closed, Pending Closure **Exceptions (Excludes):** 1) Discrepancy Break/Fix SRs where the Waiver or Excluded flag = Yes

	SLS Description	Data Requirements	Calculations	Assumptions, Business Rules, & Exceptions/Exclusions
	the monthly measurement window.		Incidents)) x 100%	2) Service Area = Gov Retained Tasks, SGL Account-Proforma, Audit Request, or ID/IQ 3) All NEACC Support System Applications EXCEPT Oracle, MS SQL, or MySQL 4) LOB = Factory Service Delivery Support
		2.6.4) Total Number of Sev2 Incidents Resolved w/n 16 Primary Business Hours	**2.6.4)** ((Total Number of Sev2 Incidents Resolved w/n 16 Primary Business Hours)/ (total # of Incidents)) x 100%	
		2.6.5) Total Number of Sev3 Incidents Resolved w/n 24 Primary Business Hours	**2.6.5)** ((Total Number of Sev3 Incidents Resolved w/n 24 Primary Business Hours)/ (total # of Incidents)) x 100%	
		2.6.6) Total Number of Sev3 Incidents Resolved w/n 48 Primary Business Hours	**2.6.6)** ((Total Number of Sev3 Incidents Resolved w/n 48 Primary Business Hours)/ (total # of Incidents)) x 100%	
		2.6.7) Total Number of Sev4 Incidents Resolved w/n 8 Business Days	**2.6.7)** ((Total Number of Sev4 Incidents Resolved w/n 8 Business Days)/ (total # of Incidents)) x 100%	
2.7	**Master Data – On-Time Completion Rates**			
	Description: The percentage of Master Data requests the Contractor responds to within the target response time during the Measurement Window.	***(Data Source = ISRS)*** Total # of Emergency Master Data Requests in addition to:		**Assumptions:** **Business Rules (Includes)**: 1) SR Type = Master Data 2) Priority/Severity = Emergency (2.7.1), High (2.7.2 & 2.7.3), Medium (2.7.2 & 2.7.3) or Low (2.7.2 & 2.7.3) 3) Status = Closed, Pending Closure **Exceptions (Excludes):** 1) Discrepancy Break/Fix SRs where the Waiver or Excluded flag = Yes 2) Service Area = Gov Retained Tasks, SGL Account-Proforma, Audit Request, or ID/IQ 3) All NEACC Support System Applications EXCEPT Oracle, MS SQL, or MySQL 4) LOB = Factory Service Delivery Support
	Measure: The "Completion Time" is measured as the elapsed time between the time the Master Data request was received by the EAST Tier 2 Help Desk to the time the requests is closed to the full satisfaction of the Customer. The service level target represents an average that shall be achieved over the monthly measurement window.	**2.7.1)** Total Number of MD Emergency Requests - Resolved w/n 1 Business Day	**2.7.1) On-time Resolution** = ((# of on-time resolution of Emergency Master Data requests) / (total # of Emergency Master Data requests)) x 100%	
		2.7.2) Total Number of MD Requests - Resolved w/n 2 Business Days (excluding MD Emergency & MD Exceptions)	**2.7.2) On-time Resolution** = ((# of on-time resolution of Master Data requests) / (total # of Master Data requests)) x 100%	
		2.7.3) Total Number of MD Exceptions - Resolved within 8 Business Days.	**2.7.3) On-time Resolution** = ((# of on-time resolution of Master Data requests) / (total # of Master Data requests)) x 100%	
2.9	**Applications Maintenance On-Schedule Delivery**			
	Description: The percentage of completed Applications Maintenance requests delivered by the agreed-upon Delivery Date.	***(Data Source = ISRS)*** 1) # of Applications Maintenance Requests delivered on or before the	**On-Schedule Delivery =** ((# of Applications Maintenance requests delivered on or before the Target Delivery Date) / (# of completed	**Business Rules (includes):** 1) SR Type = Change Request/Discrepancy & Change Request/Maintenance, or Discrepancy Break/Fix and Master Data

	SLS Description	Data Requirements	Calculations	Assumptions, Business Rules, & Exceptions/Exclusions
	Measure: "Delivery Date" means the date that Contractor has agreed to Deliver the request to NASA in completed form. The service level target represents an average that shall be achieved over the monthly measurement window.	Target Delivery Date 2) Total # of completed Applications Maintenance Requests	Applications Maintenance requests)) x 100%	SRs where the Waiver flag = Yes 2) Status = Closed, Pending Closure 3) ECD (Expected Completion Date) = or > Completion Date **Exceptions (Excludes):** 1) Change Request/Discrepancy, Change Request/Maintenance, Discrepancy Break/Fix and Master Data SRs where the Excluded flag = Yes 2) Service Area = Government-Retained Task, SGL Account-Proforma, Audit Request, ID/IQ 3) All NEACC Support System Applications EXCEPT Oracle, MS SQL, or MySQL 4) LOB = Factory Service Delivery Support
3.1	**Applications Enhancement On-Schedule Delivery**			
	Description: The percentage of completed Applications Enhancement requests delivered by the agreed-upon Delivery Date. **Measure:** "Delivery Date" means the date that Contractor has agreed to Deliver the request to NASA in completed form. The service level target represents an average that shall be achieved over the monthly measurement window.	***(Data Source = ISRS)*** 1) # of Applications Enhancement Requests delivered on or before the Target Delivery Date 2) Total # of completed Applications Enhancement Requests	**On-Schedule Delivery** = ((# of Applications Enhancement requests delivered on or before the Target Delivery Date) / (# of completed Applications Enhancement requests)) x 100%.	**Business Rules (includes):** 1) SR Type = Agency BPS, Change Request/NASA Policy, Change Request/Performance/ Design, Change Request/Regulatory, & Change Request/User Enhancement 2) Status = Closed, Pending Closure 3) ECD (Expected Completion Date) = or > Completion Date **Exceptions (Excludes):** 1) Agency BPS, Change Request/NASA Policy, Change Request/ Performance/ Design, Change Request/Regulatory, & Change Request/User Enhancement SRs where the Excluded flag = Yes 2) Service Area = Government-Retained Task, SGL Account-Proforma, Audit Request, ID/IQ 3) All NEACC Support System Applications EXCEPT Oracle, MS SQL, or MySQL 4) LOB = Factory Service Delivery Support 5) Waived = Yes

	SLS Description	Data Requirements	Calculations	Assumptions, Business Rules, & Exceptions/Exclusions
3.3	**Timely tracking of Application Point Burn Down**			
	Description: The percentage of Applications Enhancement service requests that accurately reflect the current Application Point burn down, based on the Contractor's method for burn down tracking.	***(Data Source = Rally)*** Sprint burndown chart for the reporting period that displays the work completed in the iteration.	The percentage of Applications Enhancement service requests that accurately reflect the current Application Point burn down, based on the Contractor's method for burn down tracking in accordance with DRD No. 1293MA-007 - *Application Point Capacity Management Plan*.	**Assumptions:** Rally is the source of the data used to measure this service standard.
3.4	**Successful Demonstration of Accomplished Application Points**			
	Description: The percentage of Application Points that can be credibly demonstrated to the Government as being complete.	***(Data Source = Rally)***	The percentage of Applications Enhancement service requests in a statistical sample that credibly demonstrate the completion of burned down Application Points, according to the Contractor's method for burn down tracking in accordance with DRD No. 1293MA-007 - *Application Point Capacity Management Plan*.	**Assumptions:** Rally is the source of the data used to measure this service standard.

APPENDIX D – SERVICE LEVEL STANDARD LIMITS

Table 14: Service Level Standard Limits

SLS Category	Monthly Limit
TBD	

APPENDIX E – IDENTIFIED SERVICES

Table 15: Identified Services Lists

Service Delivery Area/LOB - TBD	Services - TBD
Information Assurance	Tripwire Monitoring
Information Assurance	Audit Support
Information Assurance	Penetration Testing
ICAM	Badge Ordering Process
ICAM	SSL Cert Processing